

REPORT NO: 14-25
DATE: 6/3/2014
ANALYST: Michael Hebner

CLASSIFICATION REPORT

PROPOSED TITLE: Director HRIS Administration

CURRENT TITLE: Director HRIS Administration

INCUMBENT: Theresa Nistler

REASON FOR REQUEST: Department requests review of this position to verify classification

DATE QUESTIONNAIRE SUBMITTED: 5/29/2014

DATE OF PREVIOUS STUDY: 2006

DISPOSITION OF PREVIOUS STUDY: Established as Director HRIS Administration, (Appointed, Grade 12, 575 Points)

PERSONS INTERVIEWED: Bill Champa, HR Principal Consultant

RECOMMENDATION: Establish the position as Director HRIS Administration (Appointed, 603 points, Grade 13)

A classified Director Human Resources Information System (HRIS) Administration position was established in 1997. In 2006, that position was converted to the appointed service at the same level. Now, the position is being reviewed again to assess the impact of upgrades in technology and changes in the mission of the job. Overall, the job has evolved to a higher level in terms of technical and strategic influence and there is a higher level responsibility to communicate opportunities and to enhance City management's understating of the comprehensive HRIS functionality.

The current duties of the position are as follows:

- Assist executive leadership with the creation and continuous improvements of the mission, vision, and goals for the Human Resource Technology Solutions Division.
- Oversee the development and maintenance of internal database files and tables, and the development of custom reports to meet the requirements of City business lines, managers, and staff.

- Anticipate organizational needs and communicate opportunities to leverage resources and capabilities of the system for full and effective utilization of provided management tools.
- Lead and direct the work of others. A wide degree of creativity and latitude is expected.
- Negotiate contracts with vendors in partnership with the City's legal, contracting, and technology departments.
- Plan and direct work efforts associated with information systems upgrades and enhance the life cycle and functionality of Human Resource Information Systems.
- Work with executive leadership to establish the overall budget for the Human Resource Technology Solutions Division and manage the expenditures for the division.
- Perform annual and multiple year business planning and budgeting for major initiatives enterprise-wide.
- Provide the leadership and direct supervision for the Human Resource Technology Solutions staff responsible for maintaining the software, data integrity and response to customer requests.
- Provide advisory and technical leadership and guidance for assigned personnel during systems studies, and review progress on computer systems projects.
- Communicate effectively with all levels of management to enhance their understanding of the potential and limitations of comprehensive computerized information systems.
- Develop information systems policies, security procedures and strategic plans in conjunction with the IT Department for data warehousing, applications architecture, and technical infrastructure and decision support systems.
- Manage relationships between partners and stakeholders, administering various related service level agreements and other aspects of the partnerships.
- Analyze and recommend new or improved uses of information technology and resources within the City.
- Research and make recommendations for acquisitions of broad functional capabilities including those that support convergence of information resources.
- Assign tasks and projects, organize workloads and establish performance expectations to meet completion schedule.
- Strategically partner with departments to promote, implement, and monitor the use of Human Resource Information Systems.
- Direct and coordinate the administration, support, and training of Human Resource Information Systems and their relationship to all City Departments, Independent Boards, Agencies and Commissions.
- Direct software maintenance and modifications, upgrades, and processing.
- Collaborate with Human Resources, Finance, and other City Departments to ensure that interfaces between the PeopleSoft and other core information systems are conducted accurately and timely.
- Serve as the Human Resources Department's primary point of contact with both internal and external vendors and staff on topics or issues related to software, service maintenance and support.
- Champion continuous improvement efforts, and assist management in workflow planning and business process re-engineering, and organization development to maximize software and improve current business processes.
- Perform supervisory functions, including job performance evaluations, employee training opportunities, individual development plans, approving work and vacation schedules, etc.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

The position requires a Bachelor's Degree in Business Administration, Computer Science, Finance, Human Resources, or Public Administration. It requires seven years of senior level related experience, at least five of which are supervisory and three that are at a leadership level, or the equivalent. It requires experience implementing information systems across an organization in human resources, finance, and payroll.

A rating of **75 points** is appropriate for level education and experience required.

DECISIONS AND ACTIONS

The mission of the position is to lead the direction for HRIS functions including: strategy, design and delivery of HR operational processes, systems and associated analytics that drive and sustain a strong organization. This position provides strategic leadership to drive the planning, development, implementation and adoption of business processes and tools which will improve scalability, efficiency and continuous improvement while ensuring alignment with the broader human resource management/administration, business, and financial objectives of the City.

The position envisions, establishes, and implements the strategic direction for all core information systems within the human resources area of responsibility. It provides the leadership, planning, and management for the design, development, and operation of the enterprise's broad based human resource information systems. This includes the design, development, implementation, delivery and evaluation of market competitive human resource information systems for the City of Minneapolis and the management of the staff to operate the systems. The position ensures that all systems are consistently administered and compliant with organizational policies, Civil Service rules, government regulations and that the data is recorded in a timely and accurate manner in alignment with the vision, goals, and initiatives of the City of Minneapolis.

The position directs all aspects of the organization's human resource information systems and staff associated with its operation. It researches, evaluates, tests, and selects the necessary hardware and software needed to achieve the goals of the department and enterprise. The position is expected to demonstrate expertise in a variety of the field's concepts, practices, and procedures and stay abreast of innovation and trends. The impact of the decisions made by this position influence the organization as a whole for significant periods of time, directly impacting finances, and the effectiveness and efficiency of individual employees and Departments.

A rating of **65 points** is appropriate and will be assigned. Jobs at this level manage more significant units entailing greater impact on resources, or serve in a supervisory level staff or analytical capacity. The majority of these jobs are appointed. These jobs require exercise of independent action. Decisions tend to have great impact on the organization; errors can have a

major influence on the City operations, revenues, or expense. Work is done under general supervision in accordance with broadly stated policies or principles. Most work is of an advanced nature and calls for the exercise of independent judgment. Decisions and actions are subject to prior approval in unusual cases or where considerable expense is involved.

SUPERVISORY RESPONSIBILITY

The position supervises three HR Senior Consultants, one HR Associate Consultant, and two HR Senior Associates. A rating of **10 points** is justified based on the level of supervision present in the position, and will be assigned.

RELATIONSHIPS RESPONSIBILITY

Within the Human Resources Department the position has weekly contact with the Director Employee Services and/or the Director Workforce Solutions regarding a variety of issues relating primarily to benefits, compensation, labor relations, and initiatives where the Human Resources Technology Services area intersects with others, often resulting in partnerships. Within Human Resources the position also interacts with various levels regarding issues related to the HRIS system on an as needed basis.

Contacts with other City Departments include monthly contact with the Finance Officer and Chief Information Officer regarding HRIS performance and project implementation issues. The position has frequent contact with the Controller to Work through a variety of issues and cross departmental objectives. There is contact with other staff in the Information Technology Department regarding technical issues. The position works with the outside agencies and the Minneapolis Park Board on issues such as alignment of processes, resolving employee concerns, and HRIS issues related to implementing labor contracts.

The position works with various vendors on the functionality of the HRIS system and to ensure existing interfaces and data feeds are functioning properly and the setup of new interfaces are developed according to specifications.

A rating **65 points** is appropriate and will be assigned. Jobs at this level are responsible for creating and maintaining effective relationships that are essential to the success of the job function and that require the use of tact and diplomacy in dealing with departments, agencies and staff on sensitive and important matters on a frequent basis. These are high level professional, managerial, and/or director level jobs which deal with matters of considerable importance, often speaking on behalf of the City on matters relating to a function or department operations. At this level highly developed communications skills and very strong interpersonal skills are required.

WORKING CONDITIONS

The position continues to work in a normal office setting with frequent exposure to computer equipment. A rating of **20 points** is appropriate and will be retained.

EFFORT

The job is a high level technical management position which requires primarily mental effort. It demands a great deal of focus and ability to prioritize multiple and changing timelines and projects that overlap each other and are inter-dependent. Deadlines exist on a daily basis for multiple projects. There are regular payroll deadlines, as well as quarterly and annual reports. There is also planning around large scale annual projects such as employee's total compensation statements and benefits open enrollment, and these projects entail deadlines.

A rating of **65 points** is appropriate and will be assigned. At this level the job is a manager with wide ranging responsibilities that require considerable mental effort. These jobs are responsible for planning, organizing and managing larger more complex areas, dealing with setting priorities, and ensuring compliance with City goals and objectives. There is pressure to meet expectations and pressures driven by budget, project related deadlines, responsiveness to elected officials, and other constituencies, and in making recommendations to higher level managers and officials.

According to the Director, Human Resources the position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position must report to head of the designated City Department or the Designated City Department Head's Deputy.

The position reports to the Director Human Resources

2. The person occupying the position must be part of the designated Department Head's management team

The position is a part of the Department Director's management team

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position entails performing annual and multiple year business planning and budgeting for major initiatives enterprise-wide. It establishes major objectives and policies for the Human Resources Technology Solutions Division where it is assigned.

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

The position does not primarily require technical expertise, rather it requires a level of competence in human resource information systems, and leadership and change agent skills are crucial, as is the ability to establish and maintain effective working relationships with staff, vendors, commissions, and other outside agencies.

5. There is need for the person occupying the position to be accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The position must be loyal to and accountable to the Director of Human Resources, who in turn must be loyal to, responsible and accountable to the Mayor and City Council

RECOMMENDATION:

Establish the position as Director HRIS Administration (Appointed, 603 points, Grade 13)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
HR Principal Consultant	60	55	10	65	20	60	523	11
Manager Business Information Services	70	60	10	60	20	60	560	12
Director Benefits Administration (Proposed)	75	65	5	65	20	65	598	13
Director HRIS Administration (Current)	75	60	10	60	20	60	575	12
PROPOSED CLASSIFICATION								
Director HRIS Administration	75	65	10	65	20	65	603	13

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Executive Exemption

The position will be compensated on a salary basis at a rate exceeding the minimally required \$455.00 per week. The primary duty of the position will be managing a customarily recognized department or subdivision of the enterprise, the Human Resources Technology Solutions Division. The position will regularly direct the work of three other full-time employees, who in turn supervise and additional three full time staff that the position has managerial authority over. The position will entail the authority to effectively recommend as to the hiring, firing, promotion and other changes in status of the employees that report to it, and the recommendations of the position will be given particular weight in the City's system regarding these matters.

**DIRECTOR, HUMAN RESOURCE INFORMATION SYSTEM
(HRIS) ADMINISTRATION (APPT)**

CODE: C03335

REPORTS TO: Director, Human Resources

SUPERVISES: Human Resources Senior Consultants, Human Resources Senior Associates and Human Associate Consultant

NATURE OF WORK

Direct and coordinate the administration of HRIS Enterprise System (client server) consisting of licensed software to support the Human Resources, Benefit Administration, Payroll and Flexible Spending Account and other business functions of the City of Minneapolis and it's Boards, and Commissions

**TYPICAL DUTIES AND RESPONSIBILITIES
(Including, but not limited to the following)**

- Assist executive leadership with the creation and continuous improvements of the mission, vision, and goals for the Human Resource Technology Solutions Division.
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- Anticipate organizational needs and communicates opportunities to leverage resources and capabilities of the system for full and effective utilization of provided management tools.
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- Plan and direct work efforts associated with information systems upgrades and enhance the life cycle and functionality of Human Resource Information Systems.
- Work with executive leadership to establish the overall budget for the Human Resource Technology Solutions Division and manage the expenditures for the division.
- Perform annual and multiple year business planning and budgeting for major initiatives enterprise-wide.
- Provide the leadership and direct supervision for the Human Resource Technology Solutions staff responsible for maintaining the software, data integrity and response to customer requests.
- Provide advisory and technical leadership and guidance for assigned personnel during systems studies, and review progress on computer systems projects.
- Communicate effectively with all levels of management to enhance their understanding of the potential and limitations of comprehensive computerized information systems.
- Develop information systems policies, security procedures, and strategic plans in conjunction with the IT department for data warehousing, applications architecture, and technical infrastructure and decision support systems.
- Manage relationships between partners and stakeholders, administering various related service level agreements and other aspects of the partnerships.

- Analyze and recommend new or improved uses of information technology and resources within the City.
- Research and make recommendations for acquisitions of broad functional capabilities including those that support convergence of information resources.
- Assign tasks and projects, organize workloads and establish performance expectations to meet completion schedule.
- Strategically partners with Departments to promote, implement, and monitor the use of Human Resource Information Systems.
- Direct and coordinate the administration, support, and training of Human Resource Information Systems and their relationship to all City Departments, Independent Boards, Agencies and Commissions.
- Direct software maintenance and modifications, upgrades, and processing.
- Collaborate with Human Resources, Finance, and other City Departments to ensure that interfaces between the PeopleSoft and other core information systems are conducted accurately and timely.
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- Champion continuous improvement efforts, and assist management in workflow planning and business process re-engineering, and organization development to maximize software and improve current business processes.
- Perform supervisory functions, including job performance evaluations, employee training opportunities, individual development plans, approving work and vacation schedules, etc.

MINIMUM QUALIFICATIONS: Bachelor's Degree in Public Administration, Accounting, Computer Science, Business Administration, a related field or equivalent.

MINIMUM EXPERIENCE: Five years of experience working with a large scale integrated Human Resources, Benefits and Payroll system, which includes Three years of supervisory experience and leadership experience.

LICENSES/CERTIFICATIONS: N/A

OTHER SPECIFICATIONS:

- Considerable knowledge of the City of Minneapolis government policies, procedures and practices.
- Considerable knowledge of effective management and supervisory methods and techniques.
- Strong technical skills including knowledge of or the ability to attain knowledge of information systems as they relate to finance, human resources, benefits, payroll, etc
- Excellent interpersonal communication and leadership skills.
- Excellent oral and written communications, and strong presentation skills.
- Mathematical and analytic capabilities, including cost benefit analysis, benchmarking and budgeting skills.
- Ability to communicate long range strategic vision.

- Ability to initiate change and to implement new processes, and to motivate and provide leadership in area of expertise.
- Strong organizational skills, and ability to plan, develop, and implement effective operational programs.
- Ability to prioritize and manage multiple projects and changing priorities.
- Good knowledge of pertinent federal, state and local laws and ordinances.
- Knowledge of and ability to use consensus building and conflict resolution skills.

WORKING CONDITIONS: Normal

SERVICE:	APPOINTED
GRADE:	13 (603 Total Points)
ESTABLISHED:	June 2014
JOB SPEC:	June 2014

CITY OF MINNEAPOLIS